Driver's License Camera Scanner Installation Guide

1831 Fort Union Blvd, Salt Lake City, Utah 84121
800-347-6439 • 801-943-7277
www.companioncorp.com

Copyright ©2013 Evelyn Manufacturing, All Rights Reserved.
Distributed under license by COMPanion Corporation. Under the copyright laws, this document may not be copied, in whole or in part without written consent of Evelyn Manufacturing. The same proprietary and copyright notices must be affixed to any permitted copies as were affixed to the original. KeepnTrack™, and the associated logo and icons are registered trademarks of Evelyn Manufacturing. Other trade names are the property of their respective corporations. Printed in the United States of America.

System Requirements	Windows
Minimum	Windows XP SP2 (32-bit) 1 GB Free Hard Drive Space, 1 GB RAM, USB 1.1 connection Internet Explorer 8
Recommended	Windows 7 or Windows 8 (32 or 64 bit) 20 GB+ Free Hard Drive Space, 2 GB+ RAM, USB 2.0 connection Internet Explorer 10

NOTE: YOU MUST HAVE INTERNET EXPLORER 8 OR GREATER INSTALLED TO USE THE DRIVERS LICENSE SCANNER WITH KEEPNTRACK. THIS SCANNER IS ONLY SUPPORTED ON INTERNET EXPLORER.

Setting up the scanner

When unpacking, verify that you have received the scanner and scanner base, manual, installation CD, and a USB cable. If any components are missing, contact COMPanion Technical Support at 1-800-320-5830 or *support@keepntrack.com*

Assembly

The Driver's License Camera Scanner comes in two parts: the camera box, and the base that holds the camera box. To assemble the unit, place the base on a flat surface. Insert the camera box into the base, making sure that the glass panel faces the rounded edge of the base (Image 1). Please note that the angle of the camera box is not adjustable.

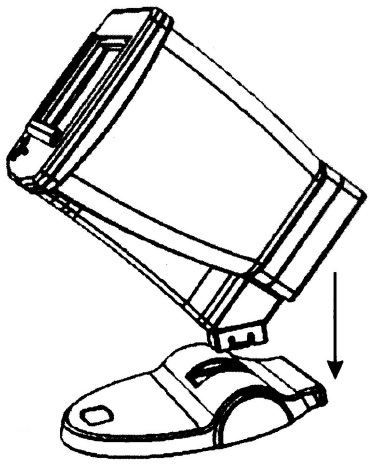

Image 1

Summary of Installation Steps

In order to use your scanner with KeepnTrack, you must first properly install the hardware and device drivers before configuring the scanner software:

1. Install the scanner on your computer by installing the required software and then plug in the scanner to set up the hardware.

NOTE: DO NOT PLUG THE SCANNER INTO THE COMPUTER UNLESS PROMPTED BY THE SOFTWARE OR THE INSTALLATION PROCESS IS COMPLETE.

2. Configure the KeepnTrack Administration Settings to use a scanner.

3. Finally, configure the KeepnTrack Kiosk to use your scanner. This step may require changing some of the default settings in your browser. For more information see the Browser Settings section toward the end of this guide.

These steps will be covered comprehensively below.

Before using your scanner to you must install the scanner software. The software can be found on the installation CD provided. Locate and **Run** the file named **sdk_setup.exe** to launch the installer (Image 2 & Image 3).

NOTE: THE SOFTWARE COMPONENTS MAY ALSO BE DOWNLOADED FROM:
http://www.keepntrack.com/support_downloads.html

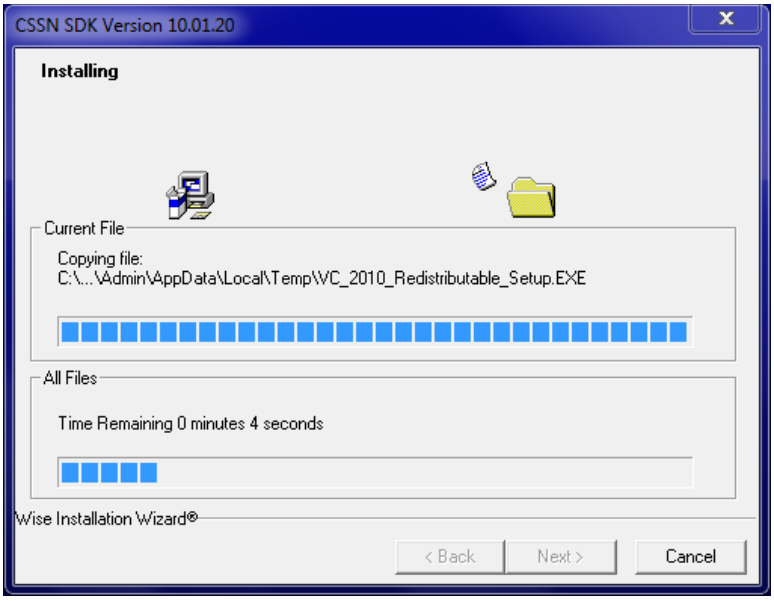

Image 2

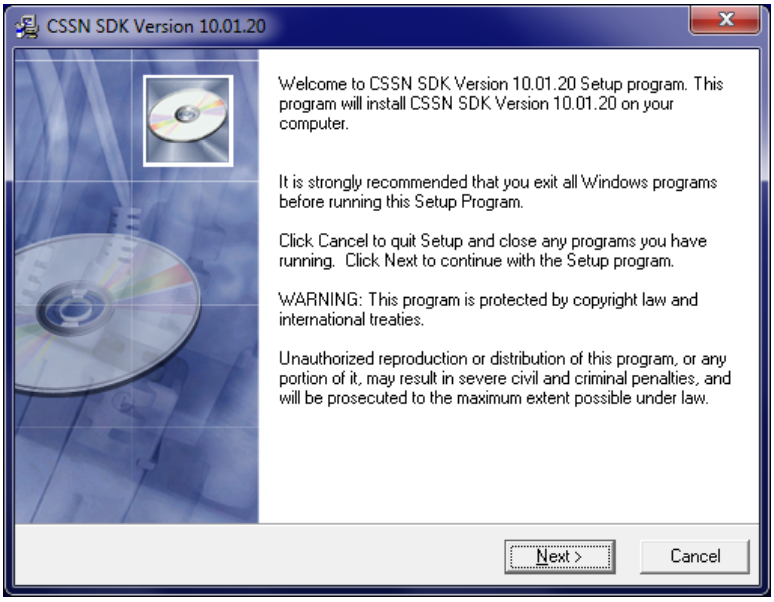
CSSN SDK Version 10.01.20
Welcome to CSSN SDK Version 10.01.20 Setup program. This program will install CSSN SDK Version 10.01.20 on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup Program.
Click Cancel to quit Setup and close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

Image 3

After reviewing the CSSN SDK License Agreement, click **I Agree** to accept the terms and continue with the installation process (Image 4).

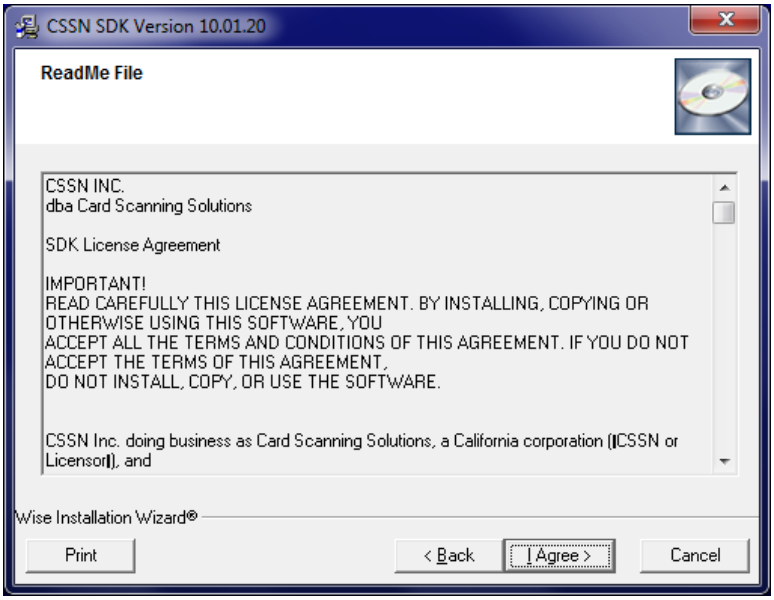
CSSN SDK Version 10.01.20
ReadMe File
CSSN INC.
dba Card Scanning Solutions
SDK License Agreement
IMPORTANT!
READ CAREFULLY THIS LICENSE AGREEMENT. BY INSTALLING, COPYING OR OTHERWISE USING THIS SOFTWARE, YOU
ACCEPT ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT ACCEPT THE TERMS OF THIS AGREEMENT,
DO NOT INSTALL, COPY, OR USE THE SOFTWARE.
CSSN Inc. doing business as Card Scanning Solutions, a California corporation (CSSN or Licensor), and
Wise Installation Wizard®
Print
< Back
I Agree >
Cancel

Image 4

Next, select a destination directory on your computer where you wish to install the Drivers License Scanner files. COMPanion Corporation recommends installing to the default directory. Once you have selected the installation directory, click **Next** to continue (Image 5).

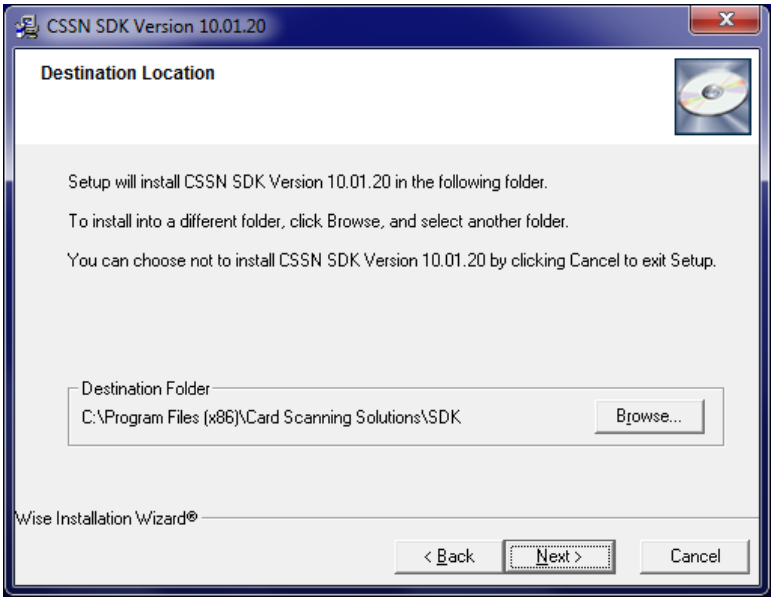
CSSN SDK Version 10.01.20
Destination Location
Setup will install CSSN SDK Version 10.01.20 in the following folder.
To install into a different folder, click Browse, and select another folder.
You can choose not to install CSSN SDK Version 10.01.20 by clicking Cancel to exit Setup.
Destination Folder
C:\Program Files (x86)\Card Scanning Solutions\SDK
Browse...
Wise Installation Wizard®
< Back
Next >
Cancel

Image 5

Now you will need to select the components you wish to install. The Drivers License scanner requires the following components for use with KeepnTrack:

1. Driver License, ID & Passports.
2. Live Update SDK.

Select these components by placing a check mark in the box provided and then click **Next** to continue (Image 6).

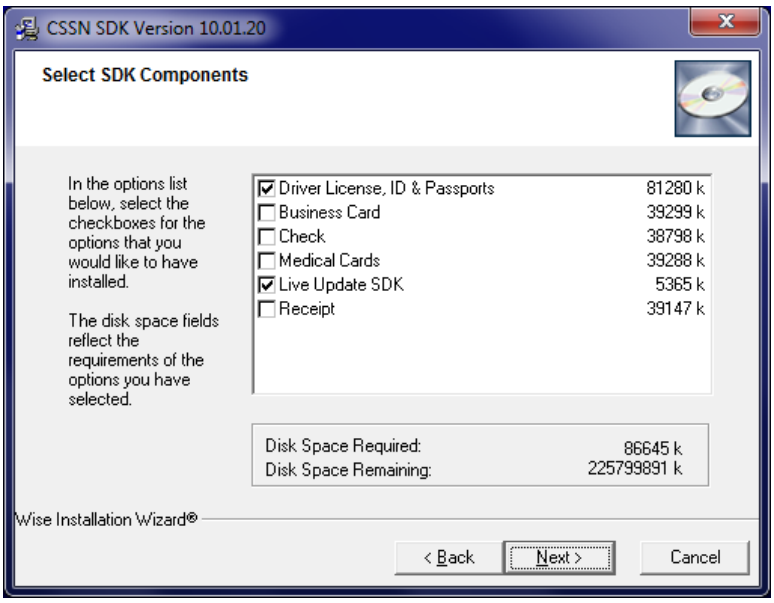
CSSN SDK Version 10.01.20
Select SDK Components
In the options list below, select the checkboxes for the options that you would like to have installed.
The disk space fields reflect the requirements of the options you have selected.
Driver License, ID & Passports 81280 k
Business Card 39299 k
Check 38798 k
Medical Cards 39288 k
Live Update SDK 5365 k
Receipt 39147 k
Disk Space Required: 86645 k
Disk Space Remaining: 225799891 k
Wise Installation Wizard®
< Back
Next >
Cancel

Image 6

In the next step specify **Express Install** and click **Next** to continue (Image 7).

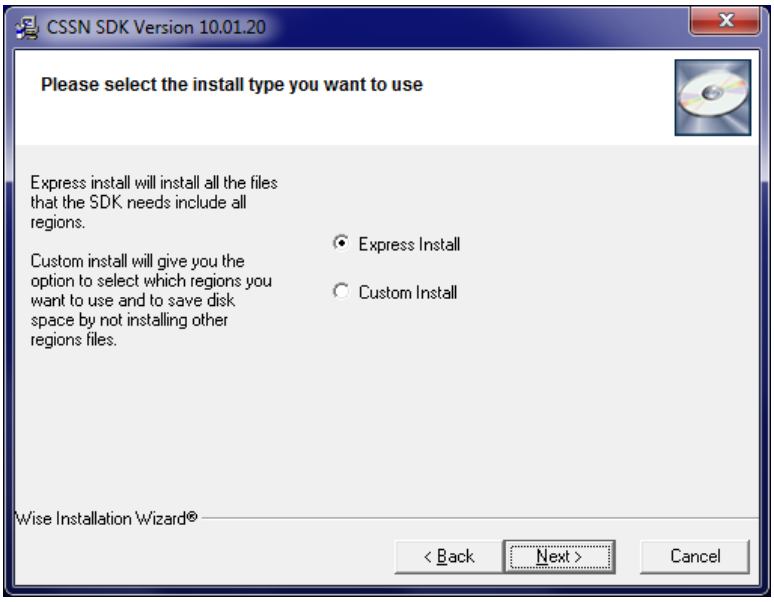
CSSN SDK Version 10.01.20
Please select the install type you want to use
Express install will install all the files that the SDK needs include all regions.
Custom install will give you the option to select which regions you want to use and to save disk space by not installing other regions files.
Express Install
Custom Install
Wise Installation Wizard®
< Back
Next >
Cancel

Image 7

Choose the software to install that matches the type of scanner you have purchased. For this guide we will be selecting the **SnapShell Camera** driver. After choosing your scanner model click **Next** to continue (Image 8).

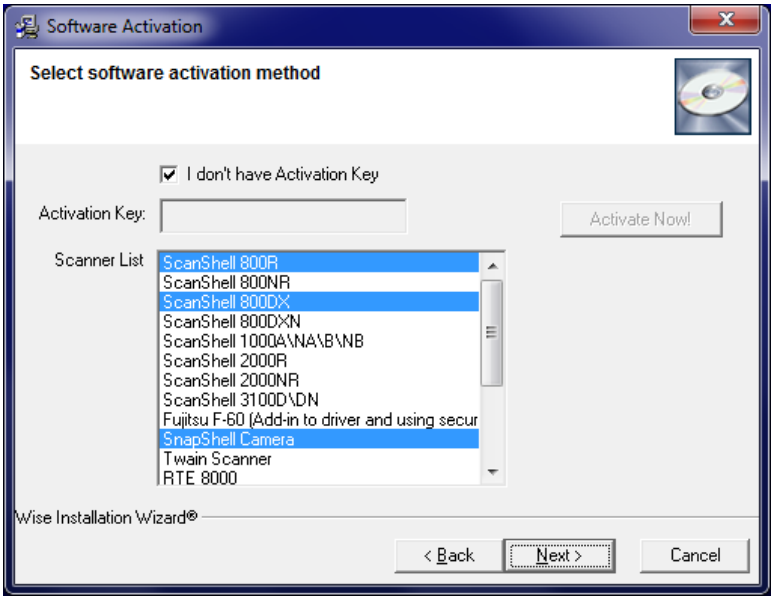

Image 8

NOTE: THE THREE SCANNER MODELS CURRENTLY SUPPORTED ARE: SCANSHELL 800R, SCANSHELL 800DX, AND SNAPSHELL CAMERA.

Click **Next** to begin the installation (Image 9 & Image 10).

NOTE: KEEPNTRACK DOES NOT CURRENTLY SUPPORT THE RF READER, ENSURE THIS OPTION IS NOT SELECTED.

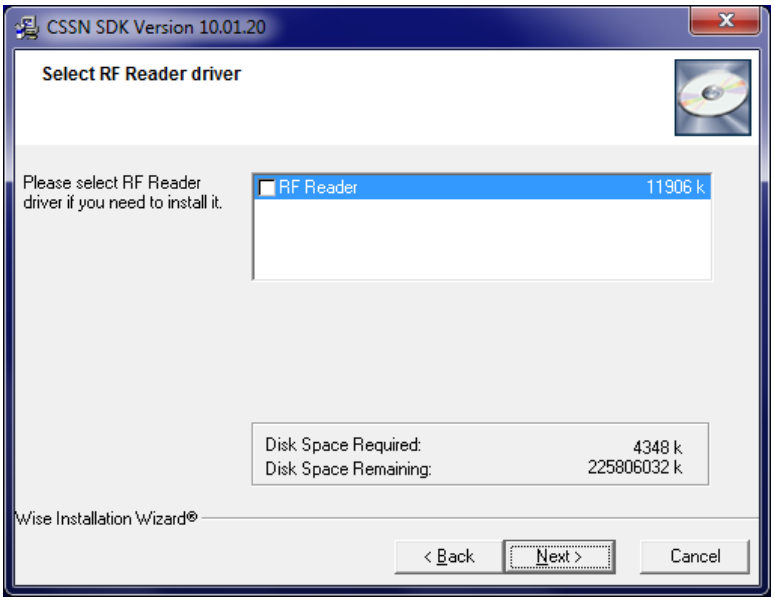

Image 9

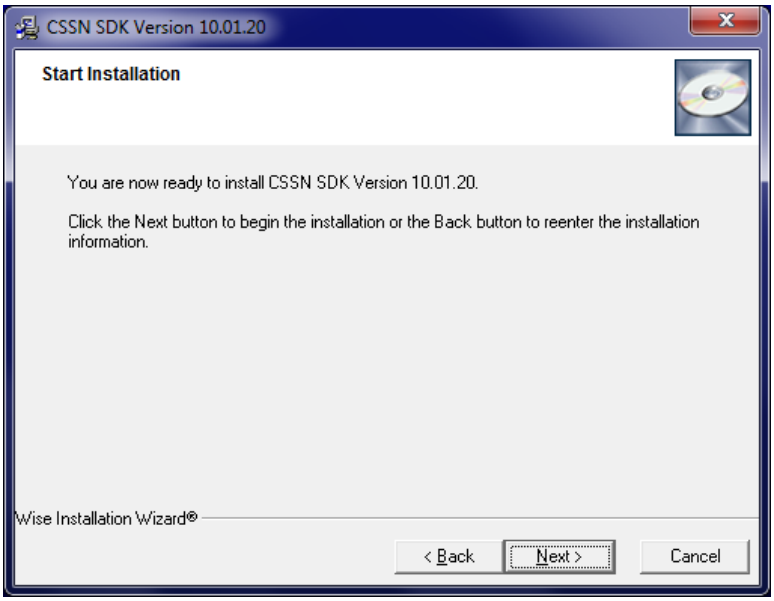
CSSN SDK Version 10.01.20
Start Installation
You are now ready to install CSSN SDK Version 10.01.20.
Click the Next button to begin the installation or the Back button to reenter the installation information.
Wise Installation Wizard®
< Back
Next >
Cancel

Image 10

When the installation is complete, select **Finish** (Image 11).

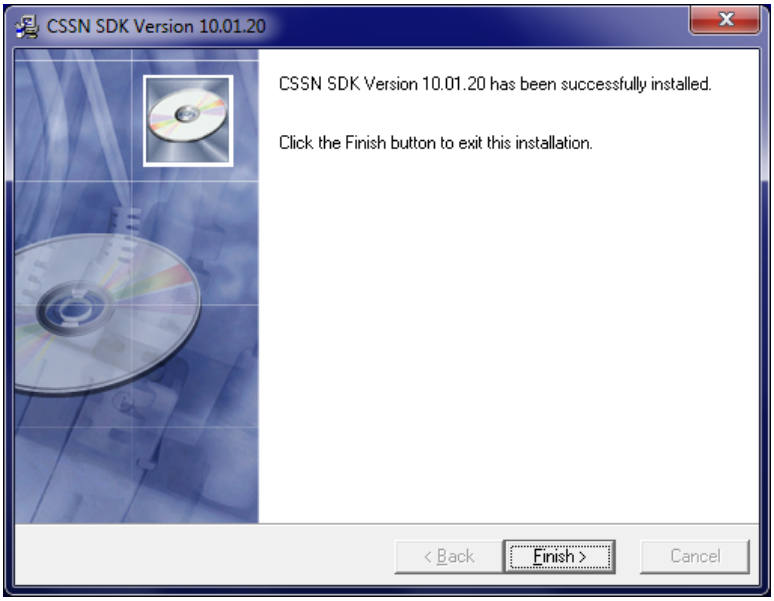
CSSN SDK Version 10.01.20
CSSN SDK Version 10.01.20 has been successfully installed.
Click the Finish button to exit this installation.
< Back
Finish >
Cancel

Image 11

Hardware Set-up

Once you have successfully installed the software you you will need to connect your hardware and configure it for use. Begin by connecting the small "D"-shaped end of the USB cable to the SnapShell IDR and then connect the USB cable from your scanner to the computer. The scanner is now installed and ready for use.

NOTE: DO NOT CONNECT THE PRINTER TO A USB KEYBOARD OR OTHER HUB AS THE POWER SUPPLIED BY THESE DEVICES IS INSUFFICIENT.

KeepnTrack Configuration

You will need to enable the ID Scanner for all operators that will be using the ID Scanner. First, log into KeepnTrack Administration. Under the **Manage** tab select the **Operators** sub-tab and perform a find for one of the operators that will be using the scanner. Select that user from the results list on the left. Unlock the record and select the **Permissions** sub-tab. Expand the **Devices** area.

KeepnTrack has several settings available which allow you to customize how the ID scanner performs at your facility. These controls can be modified independently for each operator as desired (Image 12).

1. ID Scanner is Enabled: This control allows you to hide the SCAN ID button on the Kiosk.
2. Show Scanner State Menu in Kiosk: This control allows you to enable the state issuing ID control at a kiosk.
3. Default ID Scanner State: This control allows you to select which state is set by default when scanning ID's. Auto Detect is the default setting.
4. Enable ID Scanner Maintenance: This control will display maintenance options to calibrate or clean the Scanshell 800R and Scanshell 800DX.

Ensure the option titled **ID Scanner is Enabled** is selected at this time (Image 12).

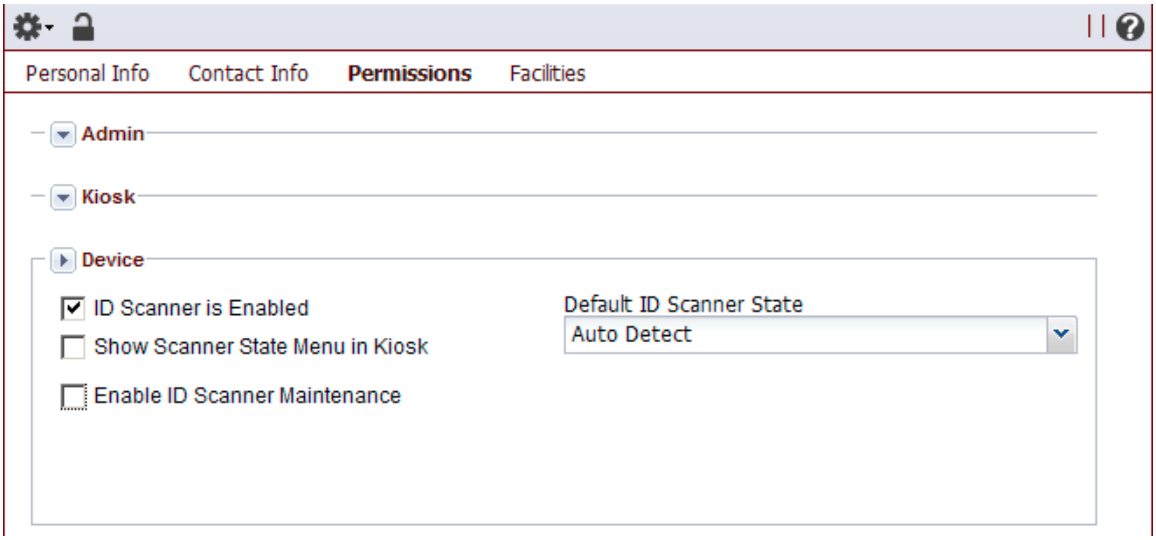

Image 12

You may now log into the **KeepnTrack Kiosk** to perform **Sign In** using a valid Driver's License. After selecting **Sign In**, verify the scanner is ready as indicated by a green colored light on the front of the scanner. Place an ID in the scanner tray, squarely aligned to the left, and click the **SCAN ID** button (Image 13).

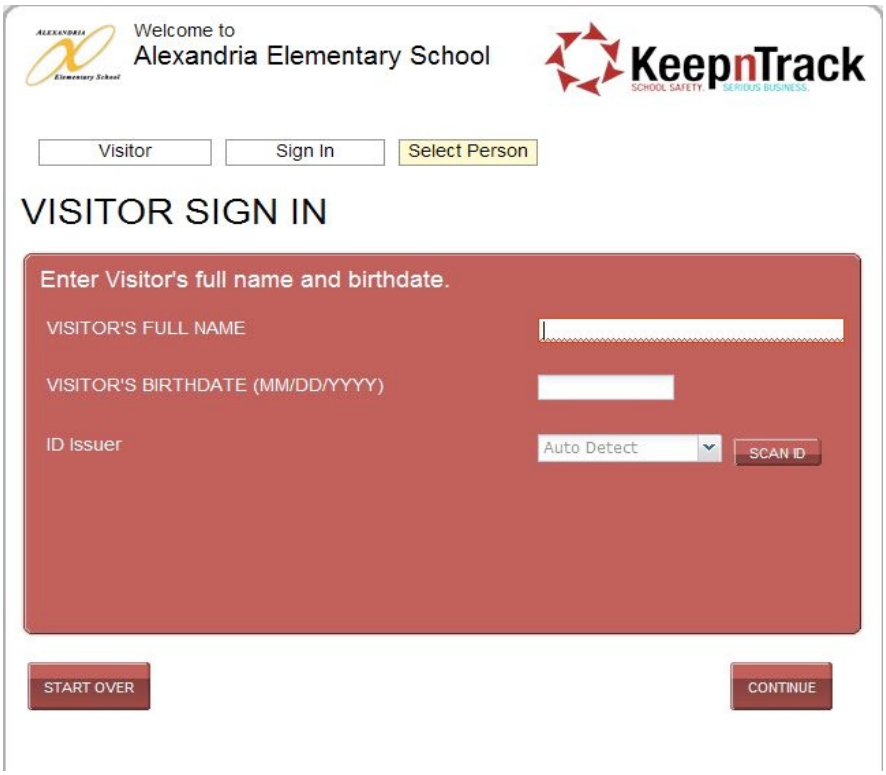

Image 13

NOTE: THE FIRST TIME YOU USE THE SOFTWARE YOU WILL BE PROMPTED TO ENABLE IT. YOU MUST SELECT TO RUN THE ACTIVE X CONTROL FOR YOUR DRIVER'S LICENSE SCANNER TO FUNCTION WITH YOUR BROWSER (IMAGE 14).

Internet Explorer - Security Warning
Do you want to run this ActiveX control?
Name: Wrapper OCX object for ScanW.dll
Publisher: CSSN (unverified publisher)
Run
Don't Run
This ActiveX control was previously added to your computer when you installed another program, or when Windows was installed. You should only run it if you trust the publisher and the website requesting it. What's the risk?

Image 14

The Driver's License Camera Scanner will take a picture of the license and collect the required data. Shortly after the scan completes, KeepnTrack will process the data captured from the license and the appropriate fields in the browser will fill in with the Name and Birthdate of the person signing in (Image 15). When available, the picture on the license will also be captured and displayed.

You can review the information on the **Sign In** page and make any necessary corrections or additions, then click **Continue**. KeepnTrack will perform checks of the name and age and either allow the person to sign in or prompt them with an appropriate dialog (depending on your system settings).

If the scanner is unable to identify the information on the ID the user will be notified and prompted to try again.

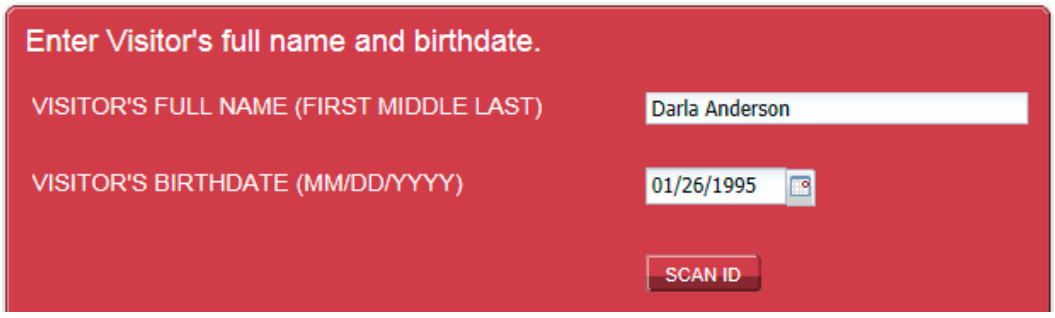

Image 15

Visitors or other people who do not require further review may then select an activity (Image 16) and print a badge if required. The badge will display the visitor's full name, picture, activity and the date and time of their visit.

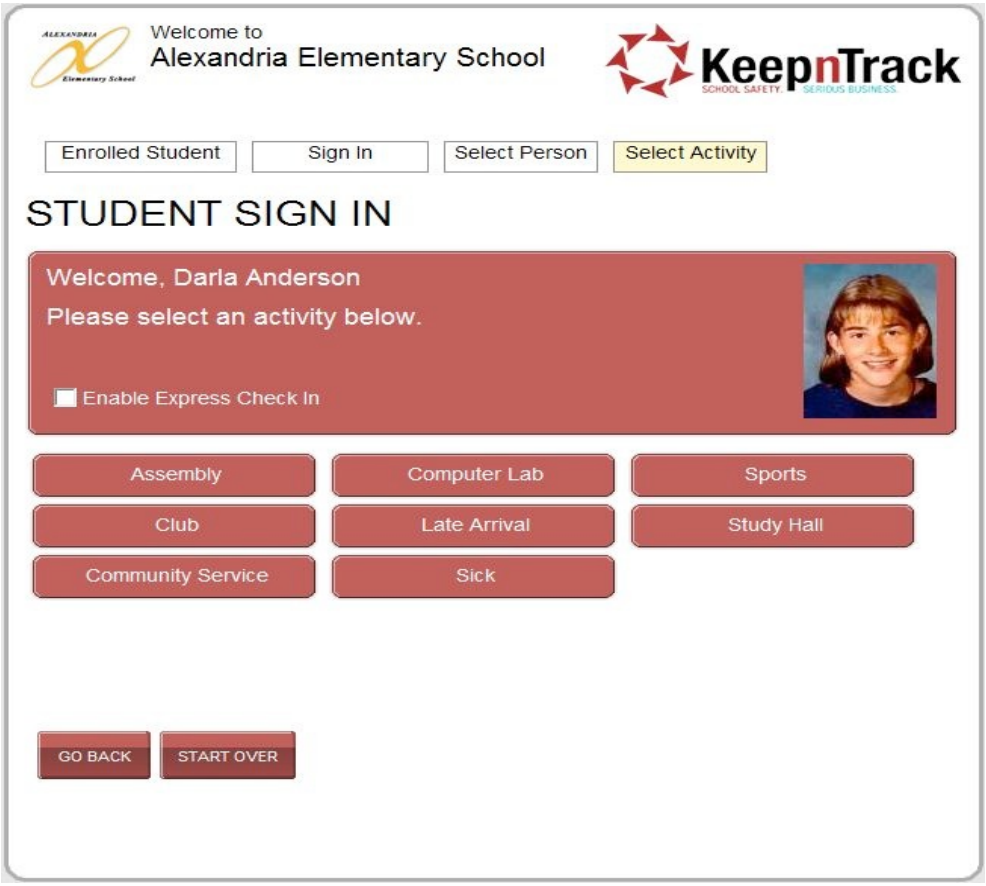

Image 16

If you need any further assistance please refer to the troubleshooting steps below or contact COMPanion Technical Support at 1-800-320-5830 or *support@keepntrack.com*

Troubleshooting Tips

Additional Browser Settings

If you are unable to use the Drivers License scanner with KeepnTrack or are unable to run or authorize the plugin or Active X control you may need to make additional adjustments within your browser settings following the steps below.

1. Right-click on Internet Explorer and select Run as Administrator.

2. Open Internet Options from the Tools drop-down menu (Image 17).

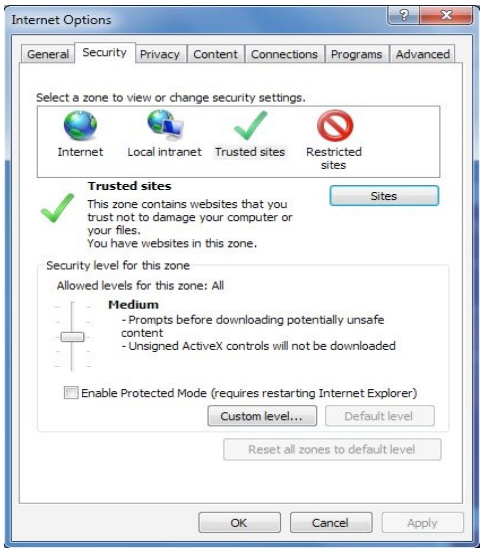

Image 17

3. Under the Security tab select the Trusted Sites icon and then click on the Sites button. You will need to add https://*.keepntrack.com to the list of trusted sites (Image 18). When done, click on the Close button.

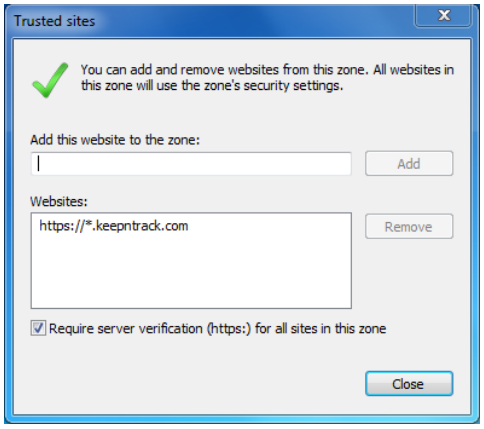
Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
Add
Websites:
https://*.keepntrack.com
Remove
Require server verification (https:) for all sites in this zone
Close

Image 18

4. Within the Security tab under Trusted Sites from the previous Internet Options window (Image 17) select Custom Level… This will open the Security Settings – Trusted Sites Zone window (Image 19).

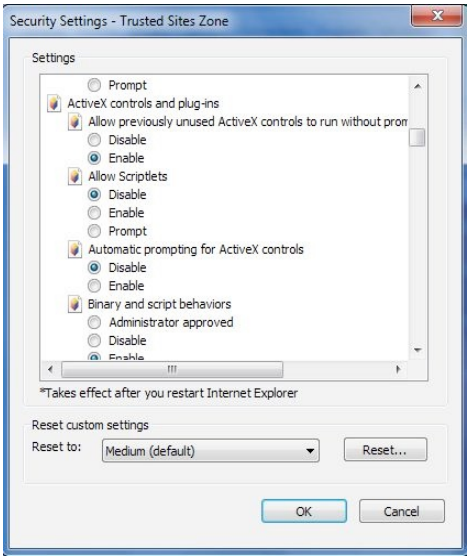

Image 19

MAKE THE FOLLOWING CHANGES TO THE AVAILABLE SETTINGS:

- Allow previously unused ActiveX controls to run without prompt – Enable
- Binary and script behaviors – Enable
- Download signed ActiveX controls – Enable
- Download unsigned ActiveX controls – Enable
- Only allow approved domains to use ActiveX without prompt – Enable
- Run ActiveX controls and plug-ins – Enable
- Script ActiveX controls marked safe for scripting* – Enable

Other Common Errors

- No Scanner Add-on available. Contact COMPanion for Technical Support.

– Either the software has not been installed correctly as outlined above, the scanner plugin has not been authorized in the browser, or the scanner plugin has been disabled in the browsers add-on management. When you are prompted by your browser to allow the KeepnTrack Webpage to run the DYMO plugin (DLS SDK COM Library, DYMO Label Framework IE Plugin, etc.) authorize it permanently. These messages vary with different browser versions but they will all have a similar message (Image 20).

Internet Explorer - Security Warning
Do you want to run this ActiveX control?
Name: Wrapper OCX object for ScanW.dll
Publisher: CSSN (unverified publisher)
Run
Don't Run
This ActiveX control was previously added to your computer when you installed another program, or when Windows was installed. You should only run it if you trust the publisher and the website requesting it. What's the risk?

Image 20

It may be necessary to visit your browsers Add-Ons management to enable the plugin if you previously disabled or disallowed it (Image 21).

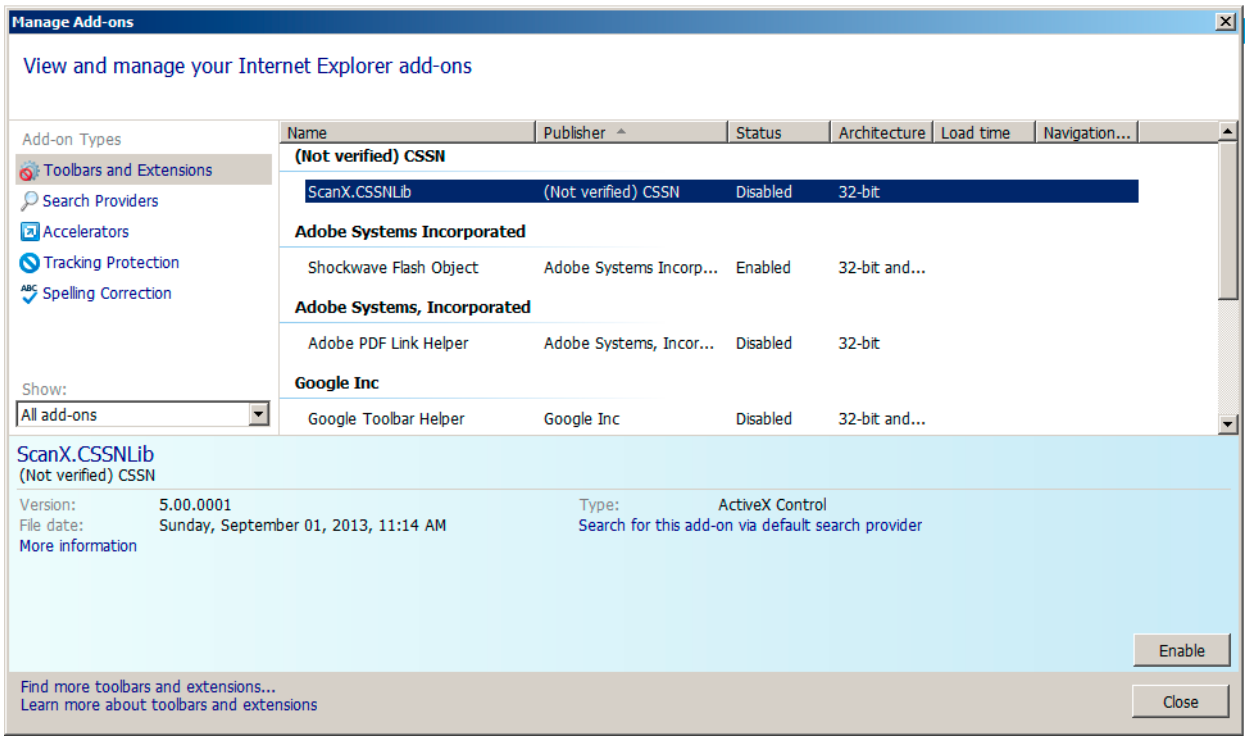

Image 21

In some cases the browser settings may be configured in such a way that it is impractical to trace them all to identify the individual setting causing difficulty. If you are experiencing errors not mentioned here or if after following the suggested troubleshooting steps you are still experiencing errors you should Reset your browser settings to factory defaults. The procedures to perform this step vary with different browser versions but can generally be located within the browsers Internet Options, Tools, or Preference settings (Image 22).

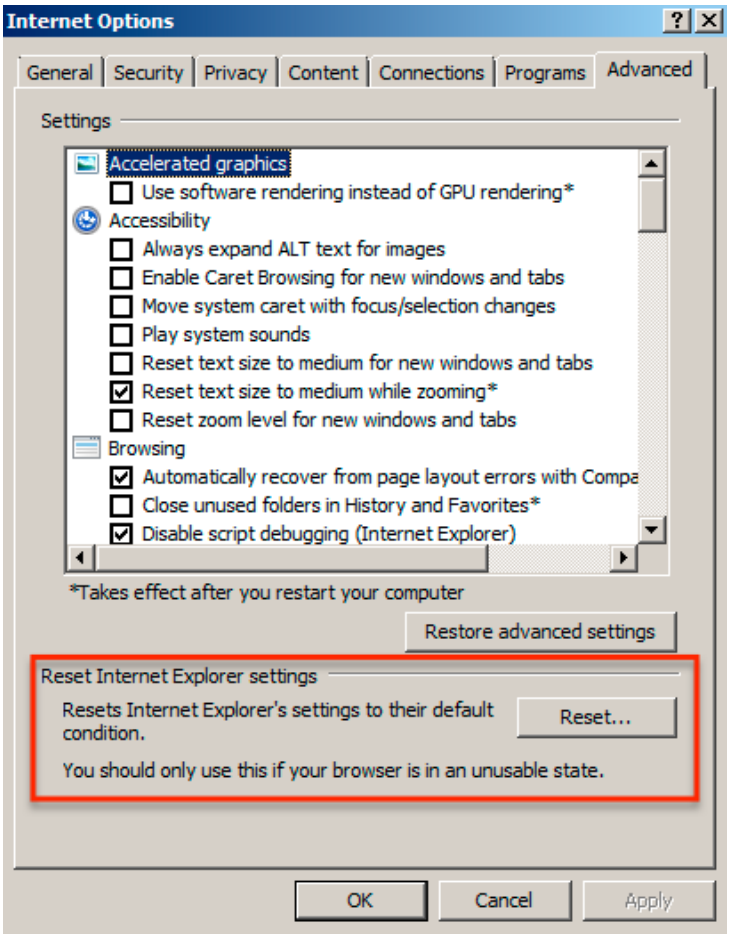
Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Settings
Accelerated graphics
Use software rendering instead of GPU rendering*
Accessibility
Always expand ALT text for images
Enable Caret Browsing for new windows and tabs
Move system caret with focus/selection changes
Play system sounds
Reset text size to medium for new windows and tabs
Reset text size to medium while zooming*
Reset zoom level for new windows and tabs
Browsing
Automatically recover from page layout errors with Compa
Close unused folders in History and Favorites*
Disable script debugging (Internet Explorer)
*Takes effect after you restart your computer
Restore advanced settings
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default condition.
Reset...
You should only use this if your browser is in an unusable state.
OK
Cancel
Apply

Image 22